

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

American Piezo Ceramics, Inc.

IMC-PA

APC International, LTD Achieves ISO 9001:2008 Certification

Client Profile:

APC International, LTD., (American Piezo Ceramics) supplies piezo ceramic elements in a broad range of custom shapes, prepared from high quality lead zirconate titanate formulations and carefully machined to tight tolerances. The company also offers stack actuators, bending (stripe actuators), ultrasonic air transducers, nebulizers (fluid atomizers), disc benders, buzzers, and ignitors, single crystals for piezo or optical applications, and high purity alumina parts. APC offers lead placement, matched ceramic, tightened frequency, custom assembly and engineering and design programs. The company employs 35 people at its facility in Mackeyville, Pennsylvania.

Situation:

APC International was developing a management system to meet the requirements of ISO 9001:2000. The company had an audit scheduled by a customer and wanted to make sure their system met the requirements. IMC-PA, a NIST MEP network affiliate, was asked to perform an internal audit of the company's quality management system (QMS) based on the requirements of ISO 9001:2008.

Solution:

IMC's third-party consultant performed an internal audit to determine compliance with ISO 9001:2008 and the QMS as defined by APC, Inc. A written report was provided and reviewed with the company describing nonconformances identified. As result of the audit, APC International was able to evaluate the status of their QMS and its compliance with the ISO 9001:2008 standard and meet the requirements of their customer,

Results:

- * Achieved ISO 9001:2008 certification.
- * Increased sales by \$1 million.
- * Retained sales of \$1.5 million.
- * Realized \$100,000 in cost savings.
- * Avoided \$25,000 in unnecessary investments.
- * Retained 4 jobs.

Testimonial:

"We have used IMC to develop our IT system and to help us in strategic planning and developing our internal costing system. The IMC fills an important role by providing small businesses with affordable consulting services in areas that support business growth such as marketing, strategic planning, IT support and quality management, which are vital to small business."

Ron Staut, VP Technology

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